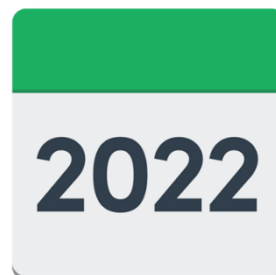
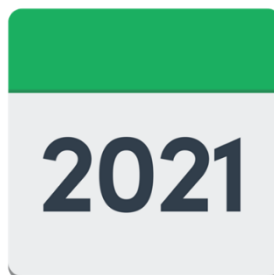


Transport Scotland



TRANSPORT
SCOTLAND
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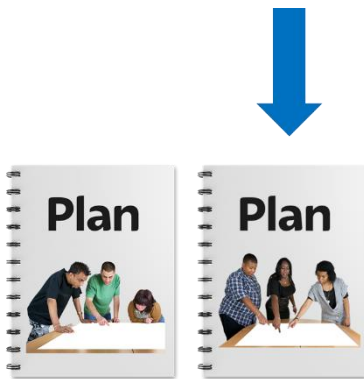
Annual Delivery Plan 2021 to 2022



Easy Read



About this



This is the second Annual Delivery Plan for Scotland's Accessible Travel Framework.



Graeme Dey is the Minister for Transport.



He wants all disabled people to be able to travel with:

- freedom
- choices
- respect



These people have helped us to make this plan:

- disabled people
- disabled people's organisations
- Disability Equality Scotland
- Future Journeys Observatory



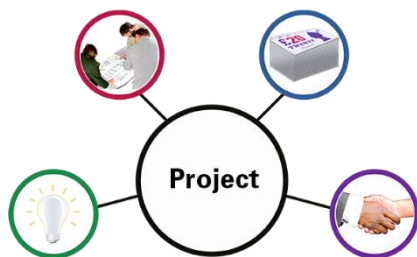
Our vision and our priorities for 2021 and 2022

We have 9 things to work on this year.

They are:



- Passenger Assistance
- Journey Planning
- Staff Training and Awareness
- Transport to Health
- Blue Badge
- Buses
- Taxi and Private Hire Cars
- Clear Pathways
- Information, Signs and Wayfinding



We will work with other teams in Transport Scotland on:

- Demand Responsive Transport
- Rural Transport



Our New Priorities

Priorities mean the things that we want to work on.



Passenger Assistance

We will keep telling people about:

- Thistle Assistance
- Passenger Assist

Passenger Assist

We will try to start Passenger Assistance on buses too.



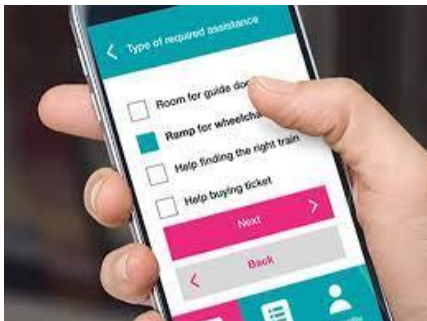
What we know about Passenger Assistance



- Most rail and ferry passengers are happy with passenger assistance help
- 7 Scottish airports are 'good' or 'very good' at supporting disabled travellers



What we need to do now for Passenger Assistance



- keep telling people about passenger assistance and the tools that can be used
- have meetings to work out how to have passenger assistance on buses



- find out what bus companies already do
- find out about the experiences of disabled bus travellers
- try offering passenger assistance at bus stations



Journey Planning

We will tell everyone about the technology and projects that give passengers information about their journeys.



What we know about Journey Planning



- COVID-19 has made it even more important to plan journeys
- Thistle Assistance wants to make an easy online tool that brings together lots of things



What we need to do now for Journey Planning



Accessible Information Standard

- make communication accessible to everyone and tell everyone about the technology and tools they can use



- organise events to collect data and information and understand disabled travellers needs better



- give this information to Traveline to make things better



- keep telling people about the Thistle Assistance Card



- make the Accessible Travel Hub [website](#) even better



Staff Training and Awareness

We want to make sure that all transport staff get:

- disability awareness training
- equality training



What we know about Staff Training and Awareness



- the Department for Transport's disability equality training programme has been running since 2020
- the Office of Rail and Road said that train and bus staff need to get regular training by the end of July 2021
- the Civil Aviation Authority say all their staff must get training



- NorthLink Ferries have trained most of their staff in disability awareness
- our Hate Crime charter will help us offer free disability awareness training to transport organisations



What we need to do now for Staff Training and Awareness



- make sure that disability awareness training happens

Transport to Health



We want to work with health staff to make sure that disabled people have everything they need to get to their health appointments.



What we know about Transport to Health



- MACS says there needs to be better joined up working between all the organisations who help patients



- almost all people who answered survey questions by Disability Equality Scotland said they had problems booking or getting transport to healthcare appointments
- NHS waiting times make it hard for people to get appointments at the right time



What we need to do now for Transport to Health



- make sure that we think about the patients first and all the time
- take part in workshops to make things get better



Blue Badges

We will work with local authorities to give a better service to people who need a blue badge.



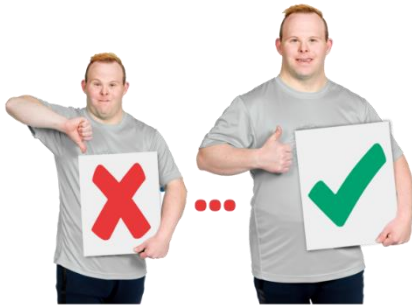
What we know about Blue Badges



- The Blue Badge Code of Practice is being reviewed
- a poll with Disability Equality Scotland told us that 7 out of every 10 disabled people find the Blue Badge Scheme hard to use



What we need to do now for Blue Badges



- make sure that Blue Badge holders are treated the same in every area
- make the leaflets and online information better
- help Local Authorities to make their online information better
- make a quicker way for people with Motor Neurone Disease to get a Blue Badge



There are some priorities from last year which we want to keep working on

Buses



We want more disabled people in Scotland to be able to travel by bus.



What we know about Buses



- COVID-19 meant that more people chose buses than other types of road and rail transport
- bus organisations in Scotland are making their buses and apps better all the time
- we started the Bus Partnership Fund in 2020 to help people use their cars less often





What we need to do now for Buses



- make bus travel free for young people under 22 years old
- keep working with the Department of Transport to make things better right across Great Britain



Taxi and Private Hire Cars

We want to make sure that taxi and private hire cars are right for disabled people.



What we know about Taxi and Private Hire Cars

- Local Authorities have to make sure that disabled people are treated fairly by taxis and private hire cars
- there should be taxis in every area that can be used by people with wheelchairs
- in 2020 there were nearly 24 thousand taxis and private hire cars



What we need to do now for Taxi and Private Hire Vehicles



- work with Local Authorities to find out how many accessible vehicles are being used just now
- work with Local Authorities to find out what disability awareness training is happening
- make a Good Practice guide for local authorities and taxi companies
- put information about taxis and private hire cars on the Accessible Travel Hub website



Clear Pathways

We want all paths and pavements to be:

- clear
- accessible by everyone



What we know about Clear Pathways



- Local Authorities are in charge of street design and clear pathways
- Transport Scotland, the Scottish Government and the Department for Transport are working together to make guidance for inclusive design



Inclusive design means planning to make places in a way that everyone can use.



What we need to do now for Clear Pathways



- start Working Group meetings again to understand what needs doing to make pathways better for disabled people
- work with our stakeholder Working Group to finish the guidance

- work with Local Authorities to sort out the National Pavement Parking law



Information, Signs and Wayfinding

We want to make these 3 things better for disabled people's journeys.



What we know about Information, Signs and Wayfinding



- transport organisations have made better signs now



What we need to do now for Information, Signs and Wayfinding



- make sure people can get information easily



- speak to transport organisations and Local Authorities



This is the end of the Annual Delivery Plan.